



Gila County Community Services

Policy and Procedure Manual

MISSION STATEMENT:

Unite low-income residents and community resources to overcome the challenges of poverty.

VISION STATEMENT:

Empowering, encouraging and educating residents to achieve self-sufficiency throughout Gila County.

Community Action Program

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COMMUNITY SERVICES PROGRAM POLICIES

INTRODUCTION

During President Kennedy's administration in the 1960's there was a movement in government that began to address poverty in America. When Lyndon Johnson became President, he initiated the War on Poverty during his State of the Union Address on January 8, 1964. Pursuant to legislation that was introduced to accomplish the War on Poverty, Community Action was born. For over fifty years Community Action has undergone many changes, and even threats to its existence, during the various Presidential Administrations. However, its supporters have grown and continue to grow and legislators are more appreciative now and more aware than ever of the progress that has been accomplished on behalf of impoverished Americans as a direct result of Community Action.

Gila County Community Services provides multiple services to low income residents of Gila County. These services include, but are not limited to, rent and utility assistance, homeless services, emergency children's clothing, and other special needs.

Staff also plans and hosts monthly Inter-Agency meetings and maintain directories in Globe and Payson. These meetings include members of other human service agencies as well as members of various community groups. The meetings provide an opportunity for agencies to share information regarding new programs, new funding sources, to share ideas and to establish linkages.

Case managers provide all direct services listed above plus energy awareness, employment assistance and budget counseling. These services are provided county wide including the communities of Payson, Globe, Miami, Hayden and Winkelman. The Community Action Program (CAP) currently has offices in Globe, Payson and an itinerant site in Hayden.

**Part
A**

ADMINISTRATION

ADMINISTRATION

Administration is defined as all activities that do not provide a direct service to a client. Administration establishes the standards and methods of operation.

The Arizona Department of Economic Security/Community (ADES) is The Community Action Program's largest funding source. Therefore, these policies were developed pursuant to ADES' requirements; however, other funding source's requirements are followed when their funds are utilized.

1. Activities

Listed below, but not limited to, are the activities specific to the ADES contracts that are generally considered to be administrative:

- a. Accounting
- b. Audit
- c. Budgeting
- d. Complaints
- e. Evaluations
- f. Grievances
- g. Monitoring
- h. Planning
- i. Procurement
- j. Reporting

2. Cost Category/Cost Limitations

Funding is received through various contracts and funding sources. Cost category and cost limitations vary depending on the funding source.

3. Accounting

Funding for the Community Action Program is received from the Arizona Department of Economic Security, the Arizona Department of Housing (ADOH), the Arizona Community Action Association, as well as various private sources.

Accounting for the Community Action Program is conducted at the Globe office. The Gila County Community Services Division Fiscal Program Manager processes all requests and back-up documentation for reimbursement to the Arizona Department of Economic Security/Community and the Department of Housing Office and also tracks all funds received and any outstanding balances due. The Senior Accounting Clerk processes all payments and submits all documents for authorization of payment to the Community Services Divisional Director.

The Senior Accounting Tech itemizes and processes Payments to vendors. Checks are issued by Gila County Finance Department and mailed directly to vendors.

The Fiscal Program Manager and Program Manager also ensure:

- a. Effective internal controls to safeguard assets and their proper use.
- b. Proper source documentation to support accounting records.
- c. Maintain records sufficient to:
 - 1) Prepare required fiscal reports
 - 2) Justify requests for reimbursement according to contract guidelines
 - 3) Always be available and prepared for audit or site review

4. Audits

At any time during the term of the ADES contracts and ADOH contracts, and at any time within five (5) years after termination of the contracts Community Service's books and records shall be subject to audit by the State and, where applicable, the Federal Government, to the extent that the books and records relate to the performance of the contract.

All recipients of government funds are responsible for complying with the Single Audit Act of 1984 and OMB Circular A-128 and A-133. The audit must include separate reports on the financial statements, internal controls, compliance, and the schedule of Federal financial assistance. The Department's contract numbers and award amounts must be included in a separate schedule if not included on the schedule of Federal financial assistance. The audit must be submitted to the Department's Office of Internal Audit.

Gila County is audited annually by an independent contractor and Community Services is a part of that audit. Any audit finding involving Community Services, requiring resolution, will be responded to within 30 days of receipt of the audit.

5. Budgeting

Community Services will prepare budgets utilizing ADES Itemized Service Budget guidelines or other budgets customized to the household.

6. Grievance Policy and Procedures

All persons in contact with Gila County Community Services have the right to fair and equal treatment. It is the policy of Community Services to provide all clients and those seeking services with a copy of the Client Grievance Policy and Procedures and an opportunity to file a grievance or complaint. Any person has the right to file a grievance or complaint without adverse repercussions at that time or in any future interaction with Community Services.

- **Who May File**

Any person, either by themselves or through a representative, who believes they, or any specific class of individuals, have been or is being subjected to discrimination or have a reason for complaint or grievance.

- **When to File**

Persons have a right to file a grievance/complaint in writing or verbally within fifteen (15) calendar days of receipt of a Notice of Denial or the alleged action with Community Services. For good cause shown, Community Services may extend the filing time. A response from Community Services will be sent within fifteen (15) days from the receipt of the complaint. Community Services may also try to contact the complainant by telephone, if possible.

- **Reasons for Complain or Grievance**

A grievance or complaint may be filed for:

1. Improperly denied services
2. Services were not effective
3. Discrimination (see Discrimination Policy)
4. Unfair or unequal treatment
5. Action or inaction

- **Complaint Contents**

Each complaint must be filed in writing and must contain the following information:

1. Complainant's name and address or a means to contact the complainant;
2. Identity of the respondent (the individual or entity that the complainant alleges is responsible for the grievance);
3. Description of the complainant's allegations. This description must include detail of the issue.
4. The complaint must be signed by either the complainant or their authorized representative.

The complaint may be filed on any form, including the Discrimination/Grievance Complaint Form (See Appendix II), but the contents of the complaint must contain the requirements listed in this section.

- **Where To File**

The person, or anyone asked to help them, should put the grievance in writing and submit it to the Program Director at:

Attention: Malissa Buzan, Community Services Director
Gila County Community Services
5515 S. Apache Ave., Suite 200
Globe, AZ 85501
Phone: 800-304-4452 or 928-425-7631

OR

Arizona Department of Economic security
Community Services Administration
PO Box 6123, Site Code 0862
Phoenix, AZ 85005

- **Verbal Complaints**

If the person wants to verbally report the violation, they can call 800-304-4452 or 928-425-7631. The person taking the information from the complainant should document the complaint using the Discrimination/Grievance Complaint Form (See Appendix I). Documentation must include all information. The person taking the information must notate the Complaint Log (See Appendix III).

- **Complaint Log**

When a complaint is received, either in writing or verbally, information must be notated and documented on a log form (See Appendix III). The log form will be reviewed on a monthly basis by the Program Manager to ensure accuracy and compliance. If a complaint has not been resolved, the Program Manager will notate the log accordingly. The log form will be maintained by the Program Manager. All log forms will be retained on file for five (5) years in a locked facility.

- **Right of Representation**

Both the complainant and the respondent have the right to be represented by an attorney or other individual of their choice. Each person will bear their own costs of representation.

- **Complaint Processing Procedures**

The following procedure will be followed when a complaint/grievance is received:

1. All complaints will be date stamped upon receipt, notated on the Complaint Log and forwarded to the appropriate person for processing.
2. Upon receipt of the complaint or information, the Program Manager will:

- a. Review the complaint for accuracy and completeness;
 - b. Initiate an investigation or fact-finding of the circumstances underlying the complaint;
 - c. Provide a letter of response within 14 calendar days. The letter must inform all parties:
 - i. Of their right to representation by an attorney or other individual of their choice;
 - ii. Of their right to present evidence;
 - iii. Of their right to rebut evidence presented by others;
 - iv. Date, time and place of a scheduled meeting.
 - d. Schedule a meeting with the client, the assigned case worker and any other appropriate staff members. The meeting can be in person or by telephone conference. If the meeting is inconvenient to any of the parties, they have a right to contact the Program Manager to make other arrangements within seven (7) calendar days before the meeting.
3. If the complaint cannot be resolved during this meeting, another meeting will be held with the Community Services Program Manager and the Community Services Divisional Director in attendance.
 4. If the grievance is not resolved at the second meeting, the written appeal and all accompanying documents will be forwarded to the appropriate funding agency at the addresses indicated below with a copy retained by Community Services.

Gila County Community Services
 Attention: Program Manager
 5515 S. Apache Ave., Suite 200
 Globe, AZ 85501

Arizona Department of Economic Security
 Community Services Administration
 PO Box 6123, Site Code 0862
 Phoenix, AZ 85005-6123

Governor's Office of Housing Development
 3800 N. Central Ave., Suite 1200
 Phoenix, AZ 85012

- **Confidentiality**

The Program Manager is required to keep the following information confidential to the maximum extent possible, consistent with applicable law and fair determination and investigation of the complaint:

1. The fact the complaint has been filed;
2. The identity of the complainant(s);
3. The identity of individual respondents to the allegations;

4. The identity of any person(s) who furnished information relating to, or assisting in, a complaint investigation.

- **File Retention**

Each complaint and supporting documents will be kept on file for five (5) years in a locked facility.

7. Nondiscrimination Policy

As a recipient of Federal, State and local funding, Gila County Community Services does not exclude, deny benefits to, or otherwise discriminate against any person(s) in receipt of the services and benefits under any of its programs and activities, whether carried out directly or through a contractor or any other entity with which Community Services arranges to carry out its programs and activities.

Any person that is in contact with Gila County Community Services has a right to be free from discrimination and harassment based on race, color, ethnicity, ancestry, citizenship, religion, sex, pregnancy, sexual orientation, gender identity, gender expression, national origin, age, disability, AIDS, predisposing genetic characteristics, marital or parental status, military status, domestic violence victim status, or any other classification protected by local, state, or federal law.

Discrimination or harassment will not be permitted and complaints will be investigated promptly and thoroughly (see Grievance Policy and Procedures Section).

These statements are in accordance of the Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, Title II of the Genetic Information Nondiscrimination Act (GINA) of 2008, and Regulations of the U.S. Department of Health and Human Services issued pursuant to these statutes at Title 45 Code of Federal Regulations Parts 80, 84, and 91.

8. Confidentiality

The client and the staff members have a responsibility to protect the confidentiality of all information regarding applicants, recipients, clients, and participants involved in any service or benefits administered by Gila County Community Services.

In order to provide linkage and coordination with other human service agencies and community resources, information must be shared to provide the best possible services to the client. Permission must be obtained when the client completes the application for services. The application is a required form provided to Community Services by the Department of Economic Security. When the client signs the application, they are signing a release of information that states, "I authorize the Department of Economic Security and/or delegate agency to contact any source necessary to establish the accuracy of the information given by me. Furthermore, I authorize any landlord or utility company to which payment of credit on my behalf may be made to release information regarding my current account including, but not limited to, billing information to the State of Arizona, or its contract designee."

Employees are prohibited from obtaining, releasing, or using confidential information from case files, computer records or client-related documentation for purposes not specific to the administration of services.

The confidentiality policy does not apply to non-confidential information such as statistical information that does not identify a particular individual.

Staff members are only permitted access to client and case-related information that directly relates to their specific role and is necessary to perform duties assigned. Any client or case-related information available to staff during the course of their work is protected under confidentiality restrictions. Except in certain authorized circumstances, staff may not release any information to another person or agency without appropriate written authorization.

Breaches of confidentiality will be handled through internal investigations. Incidents may be documented in an employee's personnel file and may result in written reprimand, suspension, termination of employment or other disciplinary action. Any employee who attempts to obtain or reveal any information that relates to self, friends, relatives, acquaintances or others, known inside or outside of the office, from department records, cases, data bases or other sources, will be subject to disciplinary action.

9. Procurement

Community Services is authorized to purchase supplies and equipment for utilization in the delivery of contract services. Community Services shall procure all such supplies and equipment at the lowest practicable cost and shall purchase all non-expendable items, having a useful life of more than one year and an acquisition cost of \$5,000 or more, through generally accepted and reasonable competitive bidding processes. Any procurement in violation of this provision shall be considered a financial audit exception.

All capital purchases are subject to Gila County purchasing procedures, which are based on State statutes, Community Services adheres to the purchasing rules and procedures of Gila County that are maintained by the Finance Department.

10. Outreach

Community Services is required, by contract, to advertise the funds available to the residents of Gila County. Public notices are published in local newspapers, announcements are aired on local radio stations, and brochures and pamphlets are distributed to clients as well as to other human services agencies and programs.

In addition, Globe and Payson will hold monthly Inter-Agency/Continuum of Care meetings that are sponsored by Community Services that are attended by local government agencies, human service agencies, and local special interest groups. At the monthly meetings information is shared regarding new programs in the community, upcoming events, new funding sources, legislative updates, collaborating, establishing linkages, etc.

As some of the population in Gila County is Spanish speaking, we also distribute informational materials in Spanish and have Spanish-speaking staff available to assist the Spanish-speaking low/moderate income person through the entire process, including the application process.

11. Reporting

Unless otherwise provided in the contracts, reporting shall adhere to the following schedule: no later than the 10th, 15th and 25th days of each month during the contract term. The Community Services Program Manager will submit to the Fiscal Program Manager who will in turn submit all reports to the contract and funding sources programmatic and financial reports in the form set forth in the contracts and/or agreements. Failure to submit accurate and complete reports by the 10th, 15th and 25th days following the end of a month may result in detention of payment.

Report:

STCS "TANF" Contract Payment Verification

LIHEAP Contract Payment Verification

NHN Contract Payment Verification

ESGP Contract Payment Verification

CSBG Contract Payment Verification

Case Management Report

ESG Prevention, Operations & Essential Services

ESGP Report

SSBG Report

ROMA Outcomes Report 1st, 2nd, 3rd quarter and an annual in lieu of a 4th quarter report.

Community Action Plan (CAP Plan) with description of Needs

Assessment conducted for the Community Served

Annual CSBG/IS Report

CAP Advisory Board Meetings Schedule (beginning of SFY)

Due:

Monthly

Monthly

Monthly

Monthly

Monthly

Quarterly

Quarterly

Annual with June Invoice

Annual with June Invoice

Annual

June 30th

Annual – June 30th

Annual

June 30th

Invoices and reports are due to your DES Contract Specialist no later than the 25th day following the end of each month.

A 4th quarter ROMA Report is not required. However, 4th quarter ROMA data is integrated within the Annual CSBG/IS Report

Part B

ELIGIBILITY

Prior to receiving services, clients must be determined eligible. Poverty guidelines and median income guidelines are utilized to determine eligibility depending on the funding source. See Appendix I for these income guidelines.

In order to receive funds from the various sources, a client must provide documentation to substantiate that a short-term crisis exists. Following is a list of the criteria used to determine a short-term crisis:

1. Loss of income.
2. Unforeseen circumstances that increased expenditures, making it difficult to meet the following month's budgeted expenses.
3. Condition which endangers the health and/or safety of the household.

The case manager will determine which funding source will best meet the needs of the client. This is determined on a case by case basis depending on client need and availability of funds.

Services allowed depend on the funding source and the availability of funds. Following is a description of services available through the Community Action Program:

- Emergency Rent Eviction Prevention Assistance
- Utility Assistance – Disconnection Prevention and/or Deposits
- Telephone Assistance for Medically Needy Individuals
- Homeless Prevention
- Emergency Children's Clothing
- Case Management Services

CASE MANAGEMENT

CLIENT INTAKE PROCEDURES

1. A client must provide a Pre-Screening Interviewing Form (the form) in person, mail, fax or e-mail at local Gila County Community Services office on Intake Day. Intake Day is described as the day Community Services will accept the form from the client/representative to apply for assistance. If the client is unable to complete the form, they have the right to have someone else complete the form or ask for assistance. When the form is received, it will be date stamped and forwarded to the case worker. It will be reviewed for pre-eligibility and to determine the needs of the client.
2. The client will be advised to attend a seminar. The seminar may consist of employment, financial literacy, energy awareness, education or other subjects. Once the client has provided verification of attendance, an appointment will be scheduled. Alternatives for seminars will be considered at the case manager's discretion.

3. An appointment/home visit will be made with a case manager (a) at the availability of the client and Community Services; (b) within the normal business hours of Community Services but special accommodations will be considered if necessary. If the client indicates an immediate crisis or emergency, the case manager will determine the best way to resolve the crisis or schedule the next available appointment.
4. The client will be provided with a list of additional information that may be required in order to receive assistance from Community Services. The list can be given in writing, verbally or electronically. This information must be brought with the client to the appointment or be available during the home visit.
5. A determination will be made during the appointment. Assistance will be provided or the client may be denied for, but not limited to, the following reasons:
 - a. Excess income over and above program limits.
 - b. They or a person in the household has received assistance with a fund source and by regulation cannot be assisted again for a specific period of time.
 - c. They failed to provide requested verification needed to complete their form and to determine eligibility.
 - d. They are not an Arizona resident.
 - e. They are not a U.S. citizen or a Legal Permanent Resident.
 - f. Community Services did not have the funds available to provide assistance.
 - g. They did not cooperate in the delivery of services (specific reasons are provided).
 - h. They failed to appear for a scheduled appointment.
 - i. They are a public housing tenant with utilities included in rent.

CLIENT APPOINTMENT PROCEDURES

1. At the appointment, the case worker must make a determination of eligibility or ineligibility. In special circumstances, the determination may be delayed. Poverty guidelines, median income guidelines, funding requirements and other factors will be utilized to determine eligibility depending on the funding source. The case manager will determine which funding source will best meet the needs of the client. Services allowed or provided are determined on a case by case basis depending on client need, the funding source and the availability of funds. (See Appendix I for income guidelines)
2. A client may need to provide documentation to substantiate that a short-term crisis exists. A short-term crisis may be: (A) Loss of income; (B) Unforeseen circumstances that increased expenditures, making it difficult to meet the budgeted expenses; or (C) Condition that endanger the health and/or safety of the household.
3. If the client cannot provide the required information or if additional information is needed, the case manager may re-schedule the appointment or deny the form. The case manager may assist the client to obtain information. The case manager will review all documentation to determine accuracy.
4. Using the Pre-Screening Interviewing Form, the case manager will key information into the data program. Additional questions and information may be gathered from the client to determine eligibility.
5. It will be at the discretion of the case manager on what and how assistance or services are paid. If a voucher is completed, it must be returned to Gila County Finance for payment.

6. Documents will be printed, written or copied for the case manager and client to sign. The original documents will be placed in the client's file. A copy of the documents will be provided to the client.
7. A referral for other community resources may be provided to the client for additional services.

HOME VISIT

Clients are encouraged to come into the office during normal business hours for an appointment. The case manager will determine if a home visit is necessary, follow intake procedures and schedule an appointment convenient for the client and Community Services.

When visiting the home, perform the following:

1. Exercise caution and common sense.
2. Do not become involved in any situation that is potentially dangerous.
3. Advise your supervisor of your destination and estimated time of return.
4. Take proper identification to the appointment.
5. Confine the appointment to matter of eligibility.
6. Be professional and courteous at all times.
7. Do not enter parts of the participant's home other than the living room or kitchen area unless necessary to provide services.
8. Do not be aggressive.
9. Do not question children. (The parent may retaliate against the child for providing previously undisclosed information.)
10. If the situation seems to be unsafe, terminate the visit. Reschedule the visit or have the participant come to the office for an appointment.
11. All client and case worker responsibilities for completing the appointment and intake process remain the same.

FUNDING ALLOTMENTS

Community Services receives funding from different sources. At the beginning of each fiscal year, funds are allocated over a twelve-month period and staff is provided with a monthly expenditure budget for each fund source. In the event that funds are expended from one source, staff consults their expenditure budget to find alternate resources. Staff may also consult with their supervisor to request permission to over expend a fund source for one month.

Part C

Budget Counseling and Energy Education

During the assessment process, the case manager may determine that the client could benefit from receiving budget counseling. The case manager and the client will create a monthly budget, taking into consideration the client's monthly recurring and necessary bills and then factor in what un-necessary/luxuries that the clients feel they may need. If this puts the client's out of budget, then the case manager will go over what needs to be eliminated or reduced. The case manager will also create goals and objectives that will bring the client's household into self-sufficiency. The counseling will also include educating the client regarding money saving techniques and referrals to other agencies for assistance until their current budget and financial problems have been resolved. The case managers will also provide the clients with energy saving tips and brochures that will assist the clients with lowering their monthly energy bills. The case managers will also make appropriate referrals to various agencies.

Part D

Utility Assistance

Utility assistance is provided to clients who meet eligibility requirements based on funding. Funding sources are subject to change depending on availability.

Low Income Home Energy Assistance Program (LIHEAP) can provide:

- a. Payment assistance for heating and/or cooling bills
- b. Deposit assistance for heating and/or cooling to utility companies
- c. Emergency utility assistance to avoid disconnection of services for heating and/or cooling bills
- d. Utility assistance paid to landlord when one or both utility bills are included in the monthly rent payment

Eligibility: Household income must meet income guidelines; either 60% of State Median Income (SMI) for household sized six (6) and under or 150% of Federal Poverty Guidelines (FPG) for households sized seven (7) and over. The household must have a utility payment obligation. The household can receive assistance once in 12 months from date of service.

Home Energy Assistance Fund Program (HEAF) and Tribal HEAF can provide:

- a. Payment assistance of past due utility bills
- b. Payment assistance of current utility bills
- c. Payment of utility deposits/past due fees

Eligibility: Must be experiencing a crisis of (1) loss of income, (2) unexpected expense or (3) for health and safety reasons. Household must be at or below 200% Federal Poverty Guidelines. Tribal HEAF is available to tribal members only. Household may only receive assistance once in 12 months from date of last service.

Southwest Gas (SWG) Assistance Program can provide:

- a. Payment assistance of past due Southwest Gas bill
- b. Payment assistance of current Southwest Gas bill
- c. Payment of Southwest Gas deposit

Eligibility: Must be experiencing a crisis of (1) loss of income, (2) unexpected expense or (3) for health and safety reasons. Utility bill MUST be in applicant's name. Household must be at or below 150% Federal Poverty Guidelines; cannot pay old disconnected accounts. Household may only receive assistance once in 12 months from date of last service.

Arizona Public Service (APS) can provide:

- a. Payment assistance of past due APS bill
- b. Payment assistance of current APS bill

Eligibility: Must be experiencing a crisis of (1) loss of income, (2) unexpected expense or (3) for health and safety reasons. Utility bill MUST be in applicant's name. Household must be at or below 200% Federal Poverty Guidelines; cannot pay old disconnected accounts. Household may only receive assistance once in 12 months from date of last service.

Neighbors Helping Neighbors (NHN) can provide:

- a. Payment assistance of past due heating and electric utility bills
- b. Payment assistance of current heating and electric utility bills

Eligibility: Household must be at or below 150% Federal Poverty Guidelines. The household can receive assistance once in 12 months from date of service.

Temporary Assistance for Needy Families (TANF) can provide:

- a. Payment assistance of past due heating and electric utility bills
- b. Payment assistance of current heating and electric utility bills

Eligibility: Household must be at or below 125% Federal Poverty Guidelines or 150% if there is an elderly and/or handicapped person in the household. A child who is related to the applicant by blood or law must be in their care or custody. The household can receive assistance once in 12 months from date of service.

Department of Economic Security (DES) Vouchers can provide:

- a. Payment assistance of past due heating and electric utility bills
- b. Payment assistance of current heating and electric utility bills

Eligibility: Household income must be at or below 125% Federal Poverty Guidelines or 150% if there is an elderly and/or handicapped person in the household. The household can receive assistance once in 12 months from date of service.

Part E

Rent/Homeless Assistance

Rent assistance is provided to clients who meet eligibility requirements based on funding. Funding sources are subject to change depending on availability. The definition used to determine whether a client is homeless is if they do not have a regular, adequate night-time shelter other than living with family or friends.

Temporary Assistance for Needy Families (TANF) can provide:

- a. Eviction rent payment for families with children
- b. Move in rent and/or deposit assistance for permanent housing if due to eviction or homelessness for families with children
- c. Motel vouchers to homeless families with children when permanent shelter is not available

Eligibility: Household income must be at or below 125% Federal Poverty Guidelines or 150% if there is an elderly and/or handicapped person in the household. A child who is related to applicant by blood or law must be in their care or custody. The household can receive assistance once in 12 months from date of service.

Department of Economic Security (DES) Vouchers can provide:

- a. Eviction rent payment
- b. Move in rent and/or deposit assistance for permanent housing if due to eviction or homelessness

Eligibility: Household income must be at or below 125% Federal Poverty Guidelines or 150% if there is an elderly and/or handicapped person in the household. The household can receive assistance once in 12 months from date of service.

Part F

Special Needs Assistance

Special needs assistance is provided to clients who meet eligibility requirements based on funding. Funding sources are subject to change depending on availability. Assistance is provided for clients that have special needs to secure or maintain employment or can demonstrate an emergency need. Funding is available for auto repair, dental work, eyeglasses, telephone assistance, etc.

Temporary Assistance to Needy Families (TANF) can provide:

- a. Car repair to client owned vehicles
- b. Dental work
- c. Eyeglasses
- d. Tire replacement on client owned vehicles

Eligibility: Household income must be at or below 125% Federal Poverty Guidelines or 150% if there is an elderly and/or handicapped person in the household. A child who is related to applicant by blood or law must be in their care or custody. Client must own the vehicle that needs repairs or tires; must have a valid driver's license; the client must be employed or provide verification of seeking employment. The household can receive assistance once in 12 months from date of service.

Part G

Children's Clothing

Funding is provided for clothing for low income school children who reside in the Globe/Miami/Roosevelt area (must live in an area that SRP serves). Referrals are received through the local schools, Sheriff/Police Departments, and ADES Child Protective Services.

Salt River Project Kids Clothing can provide:

1. Wal-Mart gift cards are available for children's emergency clothing needs

Eligibility: Families must have a written referral from ADES/Child Protective Services, Sheriff/Police Departments, or local school personnel. Foster children are income eligible regardless of foster parent's income situation. The household can receive assistance once in 12 months from date of service.

APPENDIX SECTION

APPENDIX I

2018 FISCAL YEAR INCOME THRESHOLDS

FEDERAL POVERTY GUIDELINES (FPG) INCOME GUIDELINES

% of Poverty	Household Size									
	1	2	3	4	5	6	7	8	9	10
125%	1,256	1,691	2,127	2,562	2,997	3,433	3,868	4,304	4,739	5,175
150%	1,507	2,030	2,552	3,075	3,597	4,120	4,642	5,165	5,687	6,210
200%	2,010	2,706	3,404	4,100	4,796	5,494	6,190	6,886	7,582	8,278

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP) INCOME GUIDELINES

60% of	Household Size							
	1	2	3	4	5	6	7*	8*
SMI	1,786	2,335	2,885	3,435	3,984	4,534	4,642	5,165

SMI = State Median Income

*Or above 150% of FPG for household sized 7 (seven) or more

OFFICE USE ONLY:

Date Received: _____

Time Received: _____

APPENDIX II



**GILA COUNTY
GRIEVANCE COMPLAINT FORM**

Date: _____

Your Name: _____
First Last

Your Street Address: _____
Mailing

Town, State and Zip Code

Your phone number: _____
Cell Home Work/Other

The reason for the complaint: Please provide as much detail as possible (person/incident, dates) and attach additional pages, if needed, so that we have a complete understanding of your concerns. _____

Please identify any documents or other materials that support your complaint. If documents or materials are in your possession, please attach copies to this form. If documents or materials are not in your possession, please indicate where they are located. _____

Please identify what action or relief you are seeking as a result of this complaint: _____

The undersigned hereby swears that the foregoing statement and the attachments hereto are true.

Your Signature: _____

Mailing Address:
Gila County Community Services
Attention: Malissa Buzan, Director
5515 S. Apache Ave, Suite 200
Globe, AZ 85501

Phone number: 928-425-7631
Toll Free: 800-304-4452 (AZ only)
Fax number: 928-425-9468

APPENDIX III



COMPLAINT/GRIEVANCE LOG FORM

DATE RECEIVED	TIME RECEIVED	HARD COPY	VERB -ALLY	COMPLAINANT'S NAME	PHO #	REVIEWED BY	DATE RESOLVED